

DOIT MASTER AGREEMENT NUMBER: B-03-006		DOIT APPROVAL DATE: 12/03/03
VENDOR NAME: SBC SNET		FEIN: 06-054-26-46
SERVICE/PRODUCT NAME: Long Distance Service: Intrastate Directory Assistance		
<p><u>SERVICE/PRODUCT DESCRIPTION:</u></p> <p>SNET Directory Assistance operators provide intrastate telephone listing information, zip codes, area codes, reverse search by telephone number, and process credit requests.</p> <p>Directory Assistance Service provides the calling party with telephone number listing information. A customer calling 411:</p> <ul style="list-style-type: none"> • May provide a name and locality to the directory assistance operator and request the associated listed telephone number • May provide a Connecticut telephone number to the directory assistance operator and request the associated listing information <p>A single directory assistance request consists of any or all information relative to (2) two telephone listings, i.e. telephone number, name, address, and or zip code. A call to Directory Assistance is considered complete and will be billed when the directory assistance operator is reached, whether or not the listing requested is obtained. Information pertaining to non-published or non-listed telephone numbers is not available from Directory Assistance Service. Directory Assistance charges appear under Summary Billing.</p>		
<p><u>SERVICE LEVELS:</u></p> <p>Routine Repair Intervals Response time = Less than 1 hour Repair Resolution time = 4 hours or less</p> <p>Repair Service Level Definitions: Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem.</p> <p>Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State.</p>		
<p><u>SERVICE AVAILABILITY/LIMITATIONS:</u></p> <p><u>SERVICE AVAILABILITY</u> See Service Availability spreadsheet</p>		

PRODUCT SCHEDULE

1/21/03

MASTER AGREEMENT NUMBER: B-03-006						DOIT APPROVAL DATE:			
VENDOR NAME: SBC SNET						VENDOR FEIN: 06-054-26-46			
SERVICE NAME: Long Distance Service: Intrastate Directory Assistance									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master /									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	12/01/03		1		Intrastate Directory Assistance	call	\$0.75	\$0.75	\$0.00
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